Supporting Employees Through Health Disturbances

Presented By

Shiri Ben-Arzi
Medical Coaching Institute (MCI)

NATIONAL WELLNESS INSTITUTE

- Medical Coach

- Caregiver Coach

- Health and Wellness Coach

- End of Life Coach

- ADHD Coach

- Founder of MCI – the Medical Coaching Institute

- Co-president of ICF Israel

- Incurable optimist

Shiri Ben-Arzi

Learning Objectives

- Identify the four common health disruptions employees cope with.

- Understand the unique challenges of individuals that are caregivers.

- Implement three specific strategies to support employees and individuals in coping with health disruptions.

*What are Health Disruptions,
and how do they affect the workplace?*

1.
Medical Crisis/ Sickness

2.
Chronic Invisible Illness

3.
<u>Caregivers</u>

4.
Chronic Stress

1.
<u>Medical Crisis/ Sickness</u>

Medical Crisis/Sickness

1. Seasonal illness (cold, flu…)

2. Heart attack

3. Injury

4. Hospitalization

5. High-risk pregnancy

6. Cancer

2.
Chronic Invisible Illness

Chronic Invisible Illnesses

1. Chronic Fatigue Syndrome

2. IBD illnesses

3. Pain syndromes and disorders

4. Cardiovascular and pulmonary illnesses.

5. Autoimmune illnesses

6. Survivorship phase (post-cancer)

'In cancer, survivorship focuses on the health and well-being of a person with cancer from the time of diagnosis until the end of life. This includes the physical, mental, emotional, social, and financial effects of cancer that begin at diagnosis and continue through treatment and beyond. The survivorship experience also includes issues related to follow-up care, late effects of treatment, cancer recurrence, second cancers, and quality of life. Family members, friends, and caregivers are also considered part of the survivorship experience.'

NIH > NATIONAL CANCER INSTITUTE

When coaching/supporting employees in the survivorship stage, we need to be aware of the following issues:

1. A need for a support system

2. Expectations to return to "normal" FAST

3. Fear of Reoccurrence
4. Shift to an experience of an invisible illness

5. Physical, emotional, and cognitive rehabilitation process in progress
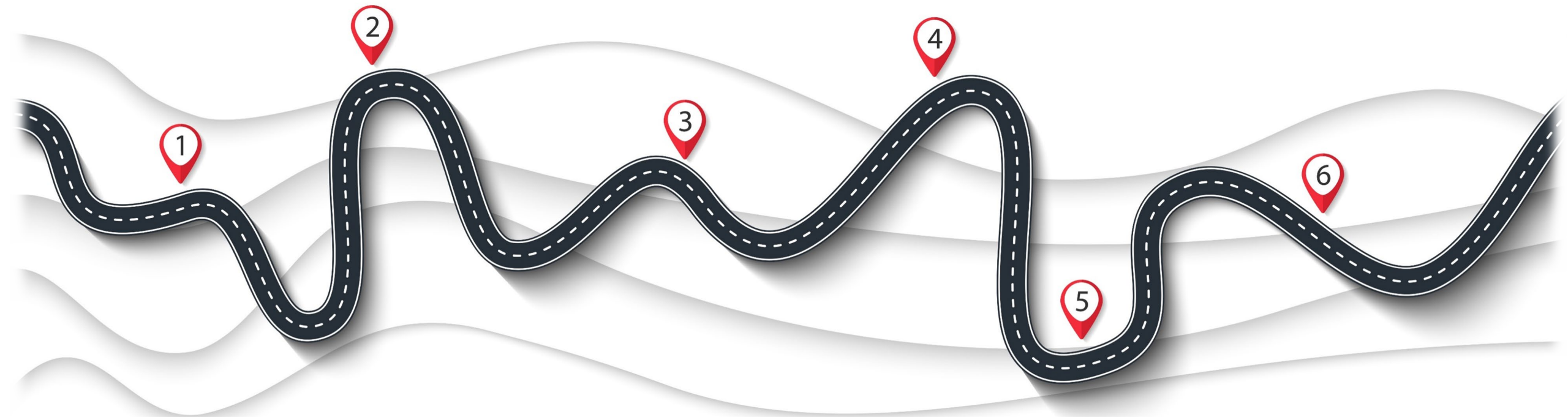
Empathy

3.
Caregivers

"There are only four kinds of people in the world. Those who have been caregivers. Those who are currently caregivers. Those who will be caregivers, and those who will need a caregiver." *Rosalyn Carter*

Caregiving: A Dynamic Experience

The Caregiving Years – 6 Stages to a Meaningful Journey/Denise Brown

1. "The Expectant Caregiver – In the future, I may help a family member

2. "The Freshman Caregiver - I am starting to care for a family member or friend"

3. "The Entrenched Caregiver - I am caring for a family member or friend"

4. "The Pragmatic Caregiver - I am still caring for a family member or friend"

5. "The Transitioning Caregiver - My role is changing"

6. "The Godspeed Caregiver - My caregiving role has ended"

The Functional Caregiver Journey – Coaching Model/MCI

1. Becoming a Caregiver

2. Advanced Caregiver

3. Seasoned Caregiver

4. Post Caregiving

4 Leading Executive Functions Skills

1 - Emotional Agility

The ability to be aware of the emotions one is experiencing in the moment, process and understand them, balance their intensity, and shift into another selected emotional state.

In the context of caregiving –

Emotional agility for caregivers is the capacity to be healthy with their thoughts, emotions, and their narratives.

2 - Planning and Prioritizing

The ability to think about the future, create a plan of action, and prioritize the different working parts.

In the context of caregiving –

In caregiving, planning provides a guide for action, improves the usage of resources, strengthens motivation and commitment, and allows flexibility within a structure.
The structure and the planning provide the safe space and guidelines for the caregiver and the care recipient.

3 – Stress Management

The ability to manage the stress response to triggers and shift into a state of resilience. This includes the ability to self-care and regenerate.

In the context of caregiving –

In caregiving, stress management allows for a "clear head and a steady hand".

When stress is managed, caregivers can provide better care, have fewer communication issues and less caregiving burden, be harmonized with other family members, make a right treatment decision, and have a better quality of life.

4 – Flexibility and Adaptable Learning

The ability to think, adjust and learn new skills as situations change.

In the context of caregiving –

The caregiver's role is constantly changing, and the caregiver must be able to think, adjust, and learn new skills to remain balanced.

Each stage that the caregiver goes through requires the caregiver to learn new skills, be flexible, and adapt.

4.
Chronic Stress

A physical and physiological response to a stressor that makes us change the way we normally react and think.
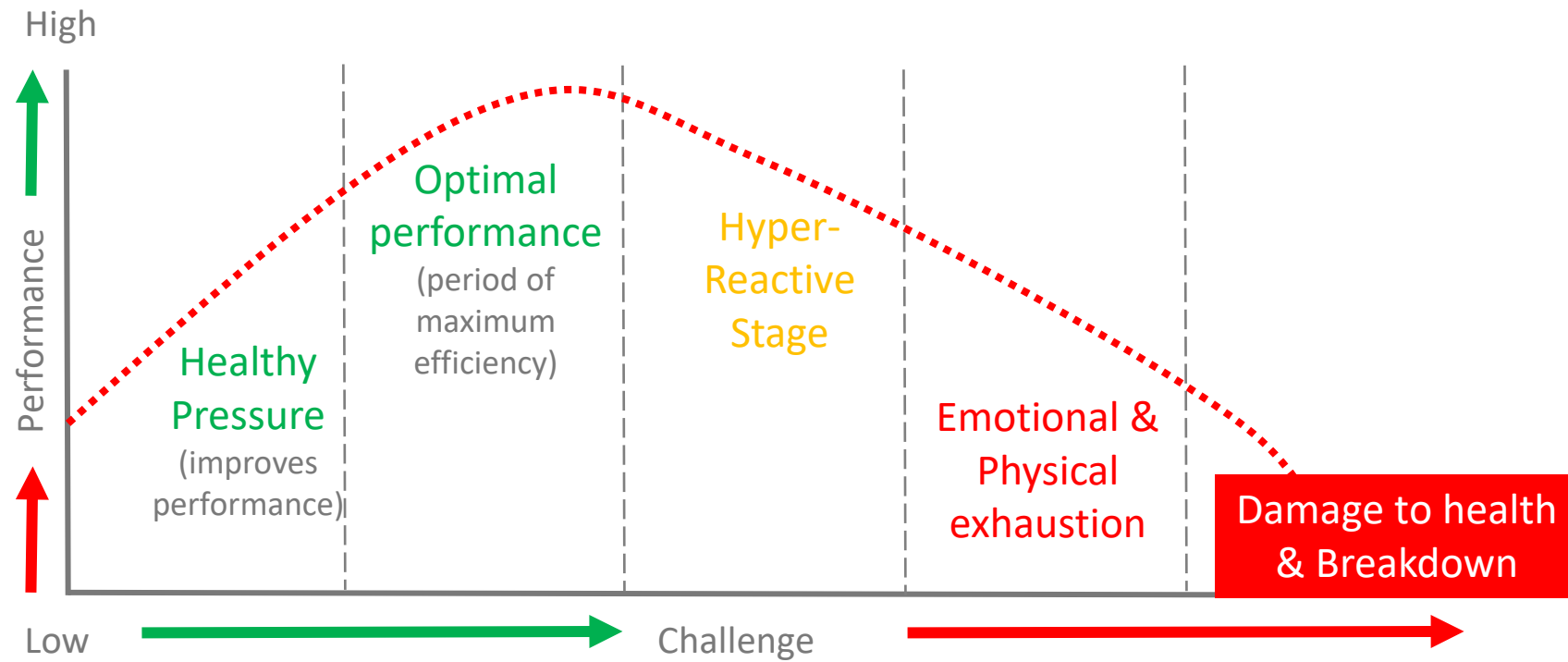
Stress

Acute Stress

Short term exposure to a specific stressor.

Chronic Stress

Ongoing exposure to one or more unresolved stressors.

From Acute to Chronic Stress

Source: Adapted from Yerkes & Dodson

Burnout

Burnout is a term used to describe severe chronic stress related to a stressful working environment.

The term was first coined in the mid-1970s by a researcher named Herbert Freudenberger.

Burnout is a manifestation of Chronic Stress.

Burnout syndrome is characterized by three dimensions:

1. **Emotional exhaustion** - depletion of emotional resources to connect with other people.

2. **Depersonalization** - negative feelings and cynical attitudes toward the recipient of one's services or care.

3. **Reduced personal accomplishment** - a tendency to evaluate oneself negatively, particularly with regards to work.

Compassion Fatigue

Combination of physical, emotional, and spiritual depletion associated with caring for patients in significant emotional pain and physical distress.
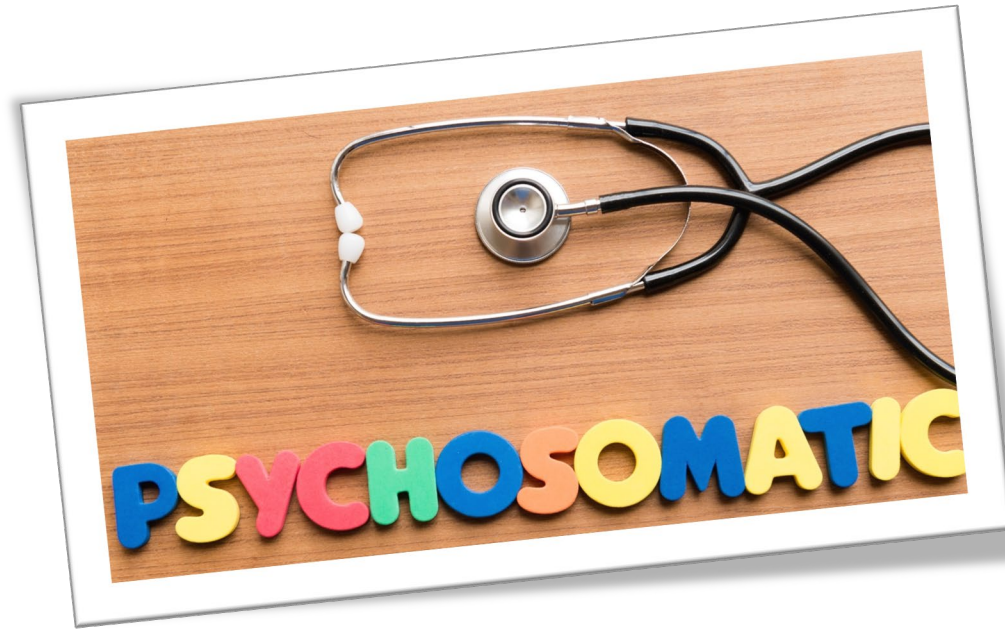
(Anewalt, 2009; Figley, 1995)

Compassion Fatigue is a unique form of burnout found in professional and familial caregivers.

Stress is the "Health Epidemic of the 21st Century"

A physical illness, disease or disorder in which the physical symptoms are caused, triggered or worsened by emotional and mental factors.

Experts estimate that 75-80% of all health-related issues and problems are either precipitated or aggravated by stress.

The B.T.R.S. META Model

The **B.T.R.S. model** is used in Medical Coaching to help clients reduce and manage their stress.

B- Behavior

T- Trigger

R- Release & Replace with a Resource

S- Self-care

Releasing Triggers:

1. Reframing the trigger and context
2. Exploring perspectives
3. Clearing conflicts
4. Emotional agility and agency
5. Using EFT
6. Mindfulness
7. Embodiment practices

The Medical Coaching Self-care Metrix

Level 3	Purpose	Spirituality	Self	Mind-Body Connections	Values
Level 2	Family Relationships	Work-Related Relationships	Personal & Professional Development	Social Support	Communication Skills
Level 1	Nutrition	Movement & Exercise	Rest	Environment	Time & Resource Management

- **Volatility**: the nature, dynamics and speed of change, change forces and change catalysts.

- **Uncertainty**: the lack of predictability and information.

- **Complexity**: the multiplex of forces, parts and variables.

- **Ambiguity**: uncertainty of meaning or intention, cause-and-effect confusion.

VUCA – in Organizations

VUCA is used in the context of management and leadership.

It is both a principle and a learning model for awareness, readiness, operation mode, intervention and evolution.

The capacity of individuals and organizations to deal with VUCA is to be measured and enhanced.

Stress

Visiting SVUCA

Short term exposure to a specific stressor.

Living in VUCA

Ongoing exposure to one or more unresolved stressors.

Flipping VUCA

- Volatility –Values

- Uncertainty – Unlocking Stressors

- Complexity – Clarity through Communication

- Ambiguity – Agency

office@mci-il.com

Thank you!

Shiri Ben-Arzi

MCI – Medical Coaching Institute

Shiri@mci-il.com

www.mci-il.com